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Tender

Kent Carers Support Service (Lot 1 - East Kent)

Kent County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000434

Procurement identifier (OCID): ocds-h6vhtk-05ff96

Published 5 January 2026, 4:05pm

Scope

Reference

CN250345

Description

Background to the Re-Procurement of Lot 1 - East Kent Carers Support Service:

Kent County Council previously undertook a procurement process for the Kent Carers Support Service under a two-lot structure (Procurement identifier (OCID): ocds-h6vhtk-04fe04):

Lot 1 - East Kent (Ashford, Canterbury, Dover, Thanet, Folkestone and Hythe.)

Lot 2 - West Kent (Dartford, Gravesham, Swanley, Sevenoaks, Maidstone, Sevenoaks, Tonbridge and Malling, Tunbridge Wells and Swale.)

Following that process, Lot 2 was successfully awarded and is ready for implementation, while Lot 1 (East Kent) was not awarded.

This new procurement exercise is focused solely on Lot 1 - East Kent, with the aim of appointing a provider to deliver a comprehensive Carers Support Service in this area. The service will ensure unpaid carers have access to information, advice, practical assistance and short breaks to maintain their health and wellbeing.

Important Note: Both Lot 1 and Lot 2 will become operational at the same time under the new contractual arrangements, ensuring consistency and alignment across Kent.

Scope:

Kent County Council are seeking to re-procure a Kent Carers Support Service which is aimed at supporting unpaid carers within the county. This new service will replace two current services; The Carers Community Navigation Service and Carers Short Breaks service.

Key Areas of Service Delivery:

Building from the Kent Adult Carers Strategy the following key areas of service delivery have been identified for the Kent Carers Support Service:

- i) Identifying and Recognising Carers, including Seldom-Heard Carers
- ii) Empowering Carers: information, advice and training in ways that they can understand
- iii) Prevention and Wellbeing especially for lifestyle risk factors, mental health and information and advice
- iv) Support for Young Carers' Transition to Adulthood
- v) Carers Assessment
- vi) Carers Breaks
- vii) Emergency Breaks
- viii) Carers Personal Budgets

The full requirement will be available within the Specification, which will be made available when the Tender opportunity goes live.

The Service will be delivered by a lead provider for East Kent and a Lead provider for West Kent. The two lead providers will need to work in partnership to ensure there is a seamless service that is equitable across Kent.

There will be one Lot for each geographical area and the same service provider cannot deliver both Lots.

The estimated value is the maximum available budget for Lot 1.

Please read through the Invitation To Tender (ITT) Letter and associated documentation for all information relating to this procurement.

Any quantities, dates or values shown within this notice, and any relevant documentation are estimated, and the Council gives no warranty as to the accuracy or completeness of any such quantities, dates and values.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.kentbusinessportal.org.uk/tenders/UK-UK-Maidstone:-Social-work-and-related-services./JH63V38M3M>

To respond to this opportunity, please click here:

<https://www.kentbusinessportal.org.uk/respond/JH63V38M3M>

Total value (estimated)

- £23,522,800 excluding VAT
- £28,227,360 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 31 July 2029
- Possible extension to 31 July 2033
- 7 years

Description of possible extension:

Potential extension of 2 x up to 24 months is available.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKJ4 - Kent

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

16 January 2026, 12:00pm

Submission type

Tenders

Tender submission deadline

30 January 2026, 4:30pm

Submission address and any special instructions

<https://www.kentbusinessportal.org.uk/.>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 April 2026

Award criteria

Name	Description	Type
Quality Questionnaire	See Award Criteria	Quality

Name	Description	Type
Pricing	See Award Criteria	Price

Weighting description

The council have chosen to use the Lowest Total Value above Minimum Quality Threshold.

Please view tender documents for full Award Criteria.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

All tenderers are required to complete and submit both the PSQ and ITT in one tendering window.

The council will first evaluate each PSQ against the evaluation criteria. Only those that pass the PSQ stage will progress to have their ITT evaluated.

Reduced tendering period

Yes

Light touch contract - no minimum

Contracting authority

Kent County Council

- Public Procurement Organisation Number: PLDL-8938-YGYW

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Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government